

The RAF Association Volunteer Programme

Caseworker – Volunteer Role Profile

What is a Caseworker volunteer?

A Caseworker is someone who carries out welfare work for the Royal Air Forces Association. Welfare work is about listening to an individual and assessing their needs to find out how the Association can provide help and support to them. Support can include anything from helping put a client with a disability in touch with social services, so they can apply for funding for a wet room, to something as simple as filling in a form to get a new fridge, for a client who cannot afford to replace their broken one. It could also be informing clients of the holiday breaks the Association offers, in one of its three [Wings Break](#) hotels. Caseworkers may also need to gather complex information on beneficiaries to help with applications for care home fees or similar and this can involve providing clear and precise information on finances and correspondences. Caseworkers work with 'clients', who are members of the RAF family.

Who are members of the RAF family?

Anyone serving or has served in the RAF, Regular or Reserve, their respective partner, spouse and/or dependent children is part of an RAF family.

What is the desired outcome of this volunteer role?

The RAF Association is a member-led, welfare charity that exists to ensure that all members of the RAF family are supported, when they require it. The Caseworker's role is at the heart of this charity objective and volunteers undertaking this role will be helping us to deliver this support to the RAF family.

Who do Caseworkers report to?

Caseworker volunteers will report to their local Area Welfare Officer (AWO). There are nine AWOs in the UK and volunteers will report to the one closest to them.

How does it work?

For more information on the process involved in being a Caseworker, please refer to our '*Additional information for Caseworker volunteers*' information sheet.

In summary, Caseworker volunteers are put in touch with members of the RAF family (clients) who need our support and are then responsible for arranging visits with those individual clients and assessing where support is needed, through asking pertinent questions and listening to clients' responses. Caseworkers then submit verbal and written reports to their AWO who will work together with the volunteer to ensure a successful outcome for the client.

In summary, a Caseworker will:

- Visit potential beneficiaries, listen to their concerns and assess their needs
- Identify areas of support and make referrals to partner agencies as required



- Record visits and maintain good records of activities, recommendations and actions
- Electronically record requests for help on the Case Management System (Form A) for which training is provided
- Undertake follow up visits as required
- Provide regular updates to the AWO
- Complete monthly returns cataloguing their activity

How will my work be measured?

You will be given individual feedback on your completed forms and reports, to help you learn and develop your skills, as well as ensuring that our clients are provided with the professional and knowledgeable service they deserve. The AWO responsible for you will also discuss with you how you are managing your case load and assist you with any issues that may arise. All Caseworker volunteers will be informed as a group about the overall outcomes, in the area, of the welfare volunteers' work and what the ongoing aims are, to ensure we continue to support every member of the RAF family in that region, that needs our help.

What qualifications, skills or experience do I need to be a Caseworker volunteer?

Caseworker volunteers need to be caring and empathetic, with the ability to build a rapport with others and put them at ease, through a friendly and sensitive approach.

In addition, Caseworker volunteers will need to have:

- Good IT skills and access to a computer and the internet, for emails
 - Caseworkers should be confident using a computer to complete forms and reports to submit electronically, via email, to their AWO
- Access to a car and be prepared to use it for Association volunteer work
 - Some roles in particular areas may not require this, depending on where clients are based geographically, in relation to the volunteer, or if public transport is available or the volunteer has another means of transport
 - The insurance company you are with will need to be alerted to the fact your car is being used for volunteer (business) use

Volunteers should be able to work confidentially, in a non-judgemental manner and in line with the RAF Association Volunteer Agreement which you will be asked to sign or adhere to.

How is my application to be a Caseworker assessed?

You will be invited to speak to your nearest AWO, both over the phone and in person, before your application for the Caseworker role is successful. This will enable both the volunteer and the organisation to find out more about each other and to assess whether the role will be suitable for the volunteer. Once the agreement has been made to progress with training for the role, volunteers will be asked to provide two references. A [Disclosure Barring Service](#) (DBS) clearance check, Basic Disclosure Scotland check or Access Northern Ireland check is also required for this role as Caseworkers will be undertaking regulated activity. (Checks will be repeated every three years.)

Once a Caseworker has been approved, an Association welfare identity card will be issued to the volunteer.

What training will I be given?

Caseworker volunteers will be given full training in order to equip you with the knowledge and skills needed to undertake the role. Overnight stays will be required for the majority of training.

Initial training will consist of:

- Three days Level One accredited training course in Welfare Support
- Volunteers may also have the opportunity to shadow an existing Caseworker volunteer

Further/refresher training will consist of either:

- A one day refresher training course for Level One Caseworker volunteers (every three years) or:
- Continuing Professional Development (CPD), throughout the year, either online or through locally run courses related to the Caseworker volunteer role
- A DBS renewal check will also need to take place

Additional training available (if recommended to undertake it):

- Two days Mental Health First Aid course
- Three-day training course for Level Two (Quality Mark) course – only for those willing to undertake more complex cases

Caseworker volunteers should feel confident and prepared after receiving initial training, however, volunteers are not obliged to do anything they are uncomfortable doing, so please let the AWO know of any concerns you may have.

What is the time commitment?

Caseworker volunteers are asked to commit to:

- Three days of initial training, with one day refresher training to take place every three years or to attend CPD courses
- An (unspecified) number of hours per case. Cases can vary in the time that is needed to complete them. Visits to clients can take around one to two hours and the subsequent forms, reports and follow up for cases, that a Caseworker will need to undertake for that visit, can take anything from an hour to half a day, depending on the complexity of the case
- Undertaking the role with a view to undertaking it for at least one year, after training is provided

In addition to the above role commitment, Caseworker volunteers may be needed for up to two days each year, for an Area Seminar for all Caseworkers in that region, to share best practice. Caseworkers are also invited to attend the Area Annual Welfare Conference, which is not mandatory.

As part of the RAF Association's fundraising activities, Caseworkers may also be invited to attend an event or street collection, where members of the public may be present, to help inform the public about our welfare work and talk to them about what you do. This will help to raise vital awareness of the charity and support the fundraising team of volunteers with answering questions.

What will I need to do to prepare me for this role?

Caseworker volunteers will need to read all related RAF Association volunteering policies and agreements, as well as role specific information (to ensure you have a clear idea of the role and what will be asked of you) and attend all the training that is required for the role.

In addition, volunteers will need to ensure they have an email address set up to receive information on their role. Volunteers will be provided with the use of a phone, for their volunteering duties with the RAF Association (for example when visiting clients).

What skills will I develop?

Caseworker volunteers will develop a wide variety of skills, including:

- Experience of welfare work
- Listening skills and asking pertinent questions
- Communication skills
- IT skills
- Report writing skills
- Building relationships with a wide variety of people
- Research skills (in terms of finding out local area information about social services, hospital services, local council information, other charity support on offer, etc)
- Team working skills

Will my expenses be covered?

Yes. The RAF Association will reimburse travelling expenses for attending training, as well as visiting a client, at their standard rate per mile, as well as cover the cost of using your phone, provided an itemised bill is supplied. Out of pocket expenses for printing and photocopying, etc will also be reimbursed. All training required by the RAF Association for the Caseworker role is provided free of charge.

Note: This volunteer role profile is not a job description and is not intended to be a legally binding contract of employment with the RAF Association. It is a role profile of one of the volunteering roles on offer with the Association, detailing the tasks we would ask you to carry out and the skills and commitment we are looking for, as well as what you can expect to gain in return for your generous offer of time.